



## POSITION DESCRIPTION

<b>Position:</b>	Partners In Recovery Support Facilitator	
<b>Program:</b>	Community Services	
<b>Classification:</b>	SCHADS Award Level 6 (Social Worker Class 3) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)	
<b>Hours:</b>	Full Time	Hours per week: 38
<b>Duration:</b>	Ongoing	Fixed Term end date: 30 June 2019
<b>Location:</b>	Deniliquin or Echuca	
<b>Accountability:</b>	This position is directly accountable to the Manager Recovery Services Murray - Riverina	
<b>Date:</b>	November 2017	

## INTRODUCTION

At Anglicare Victoria our focus is on transforming the futures of children and young people, families and adults. Our work is based on three guiding pillars, Prevent, Protect, Empower. We offer a comprehensive network of services and seek to ensure the provision of high quality services that will bring about significant improvements in the life experience of the young people, children and families/caregivers with whom we work.

Anglicare Victoria has an official Reconciliation Action Plan (RAP) that bears the Reconciliation Action Trademark. The RAP requires that employees continue to develop their cultural competence so as to maximise opportunities and improved outcomes for Aboriginal and Torres Strait Islander peoples.

## OVERVIEW OF PROGRAM

St Luke's Anglicare is providing Support Facilitation services for the national Partners in Recovery (PIR) program in the Loddon Mallee Murray Medicare Local region. PIR aims to better support people with severe and persistent mental illness and complex needs and is underpinned by a recovery-oriented approach. PIR Support Facilitators will work collaboratively with clients to identify support that meets their recovery needs, and coordinate this support. Support Facilitators will also play a key role in finding creative resources and solutions to assist the client in their goals to recovery. The Facilitator will assist eligible clients access the NDIS and provide support coordination for clients who transition to the NDIS

## POSITION OBJECTIVES

1. The tasks undertaken by Support Facilitators will vary from region to region depending on the PIR implementation model for that region. However, the types of tasks Support Facilitators could undertake to deliver the benefits of system collaboration to clients include, but are not limited to:
  - receiving and reviewing referrals that come to the PIR Organisation and assess referred individuals against defined inclusion criteria (this could include facilitating the verification or arranging for the diagnosis of a severe and persistent mental illness if this is not immediately apparent or available through existing records); Partners in Recovery Organisations – Guidance Pack: April 2016
  - Undertaking an assessment of the needs of PIR clients (which may involve reviewing previous assessments and require the engagement of appropriately trained specialists to determine the client's clinical needs);
  - In collaboration and with the commitment of the PIR Network (including carers and families as is appropriate), developing, monitoring and regularly reviewing a PIR Action Plan that will guide the necessary engagement and integration of required services identified in the needs assessment (the Plan should sequence and prioritise efforts to gain access to services and supports so as to ensure a coherent and logical pathway through the service delivery system);
  - Engaging with existing case managers that may have a role in the care of the client, and ensure their support facilitation/coordination focus is maintained and not shifted to a case management focus. Where sufficient or effective case management functions do not exist for the client, Support Facilitators could undertake the case management role on an interim basis only, with a view to establishing this function and identifying a substantive case manager early in the implementation of the PIR Action Plan;
  - Primarily be a coordinator of the service system, not a 'service deliverer' in the traditional sense;
  - In working to improve the system response to a PIR client, engaging with and ensuring services and supports are accountable, building service pathways and networks of services and supports needed (wherever possible, the Support Facilitator should try to secure access to existing services and supports, reinforcing the expectation of existing services and supports being available and accessible to assist PIR clients);
  - Being a point of contact for PIR clients, their families and carers when service arrangements are not working or the client becomes disconnected from required supports;
  - Maintaining the necessary reporting and information provision to PIR Organisation management to ensure effective administration of governance arrangements;
  - Having a role in the collection of qualitative and quantitative data for the purposes of monitoring, reporting and evaluation of the initiative;
  - In the lead up to NDIS rollout and during NDIS rollout, Support Facilitators must also:
    - Engage with NDIA regional contacts, including Local Area Coordinators, to support the transition of PIR clients to the NDIS;
    - Communicate with PIR clients about the NDIS and transition, including appropriate messaging around testing of eligibility, transition processes and timeframes;
    - Engage with PIR clients to support and facilitate their transition to the NDIS, including assistance with the NDIA application (including obtaining required documentation and assessments), NDIA assessment processes and planning processes where requested by the client; and

- Transition PIR clients who are not eligible for the NDIS to appropriate alternative supports before the end of the transition phase.

## KEY RESPONSIBILITIES

The Support Facilitator (SF) is crucial to the provision of coordinated recovery orientated support to PIR eligible consumers. The SF will work directly with consumers to develop action plans and broker services and supports based on the individual consumers' needs. The provision of support will be negotiated and delivered in a coordinated way with a range of partner providers using a consumer centered approach

- 1 Undertake assessment of the needs of PIR consumers with may involve reviewing previous assessments and require the engagement of appropriately trained specialists to determine the consumer's clinical needs
- 2 Develop PIR Action Plans with consumers which engage and foster relationships with a full range of services and supports to ensure a comprehensive and coordinated response to improve individual recover and quality of life
- 3 Improve the system response to a PIR consumer by engaging with and building pathways and networks of services and supports relevant to PIR consumers
- 4 Be a point of contact for PIR consumers, their families and cares when service arrangements are not working or the consumer becomes disconnected from required supports
- 5 Collect data for the purposes of monitoring , reporting and evaluation of the Loddon Mallee Murray PIR Initiative
- 6 Participant in developing best practice approaches through partnership with Loddon Mallee Murray PIR Support Facilitator Network

## OCCUPATIONAL HEALTH & SAFETY (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace

- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems.

### **KEY SELECTION CRITERIA**

1. Demonstrated understanding and commitment to the purpose and values of Anglicare Victoria.
2. Demonstrated understanding of and commitment to service delivery from a client centred, solution focused recovery based philosophy.
3. Experience working with and extensive knowledge of issues faced by people living with mental health challenges and/or experience and knowledge of the welfare service system
4. Well-developed interpersonal and negotiation skills with a demonstrated ability to work with a range of age, gender and cultural groups as well as organisations in the government and non-government sectors.
5. Empathy with both consumer issues and service provider experience with evidence of imagination, hope and optimism
6. Confident in the appropriate use of advocacy with consumers and a wide range of service providers in the region
7. Knowledge and experience in planning, reviewing and evaluating individual client plans
8. Demonstrate ability to work independently and as part of the team
9. High level communication, recording and reporting skills

### **Essential**

Tertiary qualification in social work, occupational therapy, community services or equivalent and a sound understanding of mental illness

Computer skills

### **ADDITIONAL INFORMATION**

- Salary and conditions are in accordance with the St Luke's Anglicare Collective Agreement 2008. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.